

Status of PTI Recommendations – March 2005

House Bill 1505, section 13 (2003) required Legislative Council to conduct an information technology organization and management study. Legislative Council contracted with Pacific Technologies, Inc to complete the study. Following are their key findings and major recommendations along with the current status. The complete study can be found at www.state.nd.us/lr/assembly/58-2003/docs/pdf/ndoandmstudy.pdf.

PTI Key Findings	PTI Major Recommendations
1. The State has a highly fragmented approach to help desk services and workstation support.	Consolidate all labor associated with installing, maintaining, and supporting personal computers within the Information Technology Department (ITD).

Current Status

1. Agencies are gathering data to see where centralized services can provide measurable benefits.
 - Some larger agencies currently provide help desk services to their users. The support is split between application support and desktop support. Data is being gathered to further understand the amount of time spent in different categories of support.
2. ITD will provide support services to agencies as requested.
 - ITD does provide desktop support to a limited number of small agencies today and will provide it to others at their request.
3. The need for further consolidation will be reviewed after standardized workstations have been deployed (2007-09).
 - Limited efficiencies would be gained from consolidating the support for desktops until a more standardized environment is in place. With the new statewide contract, agencies will be purchasing a limited number of standard configurations. By the 07-09 biennium, half the PCs should be replaced and using standard configurations. We will also have additional data on the number of support calls and type of calls to determine if a different support approach makes sense.

PTI Key Findings	PTI Major Recommendations
2. Inconsistent standards and policies surround workstation platforms, configurations, and replacement.	Move to a highly standardized workstation environment on a statewide basis – with ITD managing the replacement cycles.

Current Status

1. Standard configurations were developed through EA and a contract has been issued.
 - The desktop domain team established two standard configurations for desktop computers and two standard configurations for laptop computers.
 - A mandatory statewide contract was issued with HP as the vendor in November, 2004. Prices are significantly discounted below current pricing under the WSCA program. For example, the mainstream desktop configuration is priced at \$550 compared to the typical WSCA price of \$906.
 - Custom PC configuration will still be available to meet specialized needs.

- 1.
2. ITD is in the process of developing a service offering for PC management.
 - ITD is reviewing its support processes as part of a customer service initiative. This will help determine the level of staffing and resources needed to develop a PC management service offering.
3. Implementation of a desktop management solution will be a critical next step.
 - The desktop domain team is considering adoption of a standard for desktop management software (Altiris) that will integrate with PeopleSoft to track assets.
 - ITD is implementing Altiris internally to better understand the application.
 - The groupware domain team has established standard solutions for desktop applications.
 - ITD has implemented a Windows update service to deliver critical operating system patches out to the desktop and assist agencies in complying with security standards.

PTI Key Findings	PTI Major Recommendations
3. The State can achieve additional savings and improve alignment with long-term goals (post-HB 1505) through continued server consolidation efforts.	Consolidate all servers into ITD – reducing over 150 servers from the State's inventory and making corresponding reductions to agency and ITD server administration labor.

Current Status

1. 102 servers were eliminated during consolidation. Further reductions will occur over time as outdated applications and servers are replaced.
 - Many existing servers were migrated physically to ITD but continue to be operated as individual boxes. As these servers and the applications running on them are replaced over time, they will be evaluated as to the potential for running on a shared server.
 - The enterprise architecture process will be used to identify as many shared applications as possible to eliminate duplication in the future.
 - The procurement of future vendor applications will include a requirement to operate in a shared server environment.
2. Investments will be required to achieve additional server consolidation.
 - An investment is required to move DOT, Legislative Council, DHS and BND from Lotus Notes to the standard of MS Exchange. DOT and BND have plans to migrate. Legislative Council has completed migration.
 - A number of agencies received exemptions from consolidation due to the cost of migrating off their current platforms and applications. When these applications reach their end-of-life, the investment will be made to migrate the underlying technology along with the application.

PTI Key Findings	PTI Major Recommendations
4. The State lacks consistent methods, tools, and performance measures to assess and prioritize requests for major IT investments.	Build on existing IT governance processes – including mechanisms for cost containment and meaningful statewide IT management reporting.

Current Status

1. A project prioritization process has been implemented.
 - Legislation required a prioritized list of IT projects and a process was developed and implemented to produce a comprehensive list of large IT projects requested in budgets. The SITAC prioritized the list from a statewide perspective.
2. The Enterprise Architecture process is maturing and provides a good vehicle for inter-agency collaboration.
 - Enterprise Architecture has a number of processes in place for governing the implementation of technology.
 - Principles have been established to communicate the overall goal of optimizing resources.
 - Standards have been created for common infrastructure. A waiver process is in place to allow for exceptions when necessary.
 - Statewide contracts have been put in place to facilitate the procurement of standard items.
 - Requests to procure goods and services are reviewed for compliance to standards.
 - The large project reporting process highlights major expenditures on an ongoing basis.
3. Procurement and asset management have been a focus. Eventually PeopleSoft will provide better asset reporting.
 - PeopleSoft asset management has been implemented. Standard coding for reporting of IT assets has been established.
 - Agency resources and cooperation will be essential to accurately identify and enter data about IT assets.
 - Once consistent reporting is in place, comprehensive planning for asset replacement, including replacement of large, legacy applications, will be possible.